

DSHS, Region 3 Community Services Division
Administrative Policy 7.01
2015-2016 Plan and Progress Report
The Quinault Indian Nation
Aberdeen Community Service Office

DRAFT: 7.01 Meeting scheduled with Quinault on 3/16/2015

Implementation Plan

Progress Report

Goals/Objectives

Prepare and disseminate pertinent statistics for Quinault Indian Nation members served locally and statewide and other relevant and requested data.

Activities

Aberdeen CSO staff will code in the ACES eligibility system Tribal affiliation coding when American Indian clients apply for benefits and/or at the time of their eligibility reviews

Expected Outcome

To coordinate appropriate service delivery, case management and appropriate referrals

Lead Staff and Target Date

CSOA: John O'Lague:533-9777

Local Supervisors, Dennis Trudeau-Social Services: 533-9734

Sally Potter-Financial: 533-9754

Renee Rood-WorkFirst: 533-9792

The following are the number of Quinault Tribal members coded in ACES for services received locally:

Program	2013	2014
Basic Food	712	537
Medical	419	918
DL/ABD Program	4	2
TANF	3	9

Statewide numbers are below:
(members)

Program	2013	2014
Basic Food	1179	774
Medical	667	1271
ABD/MCS	18	4
TANF	32	25

(The above numbers may not be complete due to self-declaration and coding errors. Also please note the 60-month time limit and means

				<i>testing did have an effect on TANF.)</i>
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Goals and Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Progress
Work with the Tribe to determine gaps in services and to ensure that members are seeking and receiving all necessary benefits.	Identify needs of Quinault Nation Tribal Members as they relate to current programs that the CSO offers.	Improved service delivery to Tribal members;	CSOA: John O'Lague; Social Service Supervisor: Dennis Trudeau; Renee Rood: WF Supervisor; Sally Potter Financial Supervisor Ledora McDoug, Mary Papp, and QIN TANF case managers Sally Potter, John O'Lague and CSO staff	Clear communication lines are in place and work well, via telephone calls, e-mails; and meetings as needed. A good Tribal, CSO relationship has developed as a result of frequent contacts and an excellent ongoing working relationships;
Train CSO staff on major principles of federal Indian law.	CSO Staff Training		John O'Lague, Ledora McDougale. John O'Lague	Phone and e-mail contacts are made regularly on questions and to deal with specific case coordination. There is interest in providing a training for all Aberdeen CSO staff from Larry Workman covering an overview of the Quinault Nation History. Dan Owens, RA and gloria Marshall-Perez DRA and DCS staff would like to be included. We plan to send several staff to the Governor's Office Government-to-Government training this spring or summer John O'Lague will continue to provide local DSHS updates by email to: Ledora McDougale and Mary Papp.

Goals and Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Progress
Provide training to CCSC (Call Center) staff on the differences in tribal TANF participation and state TANF participation as it relates to our programs, particularly Childcare	Bring this issue up to the current CCSC Manager, Ronnie-Sue Johnson	Easier access and less problems in the QIN TANF parents access to Working Connections Childcare	gloria Marsha-Perez , Ronnie Sue Johnson	Not sure if completed or not
Ensure CSO staff are aware of Tribal events and trainings to enhance CSO staff knowledge of Tribal activities and culture	The Quinault Indian Nation Newsletter the "Nagguam" is received monthly and shared with the CSO staff.	Increased knowledge of the principles of Federal Indian Law creating a better understanding for individual staff as they serve Quinault Tribal Members; Keeping staff apprised and aware of local tribal activities.	John O'Lague	John O'Lague receives this letter on a monthly basis and routes throughout the Community Service Office for staff to read.

Goals and Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Progress
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ADDITIONAL
DISCUSSION ITEMS
ADDED 2012

(these subjects are
not handled at a
local level, the
requests will be
forwarded to the
appropriate
entity)

(2012 DISCUSSION and ADDITION
TO OUR LOCAL PLAN)

Discussion on receiving changes
after they happen and the effects
they have on service delivery;
requested follow-up;

Discussion on the desire by the
Quinault Tribe to take on Basic Food
and medical benefits for their
members.

Goals and Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Progress
<p>Completed or resolved issues: 3/2013</p> <p>Work on a Data Share Agreement for the Roger Saux Clinic</p> <p>The Nation was requesting ACES TIC screen access so delays do not occur providing benefits</p> <p>Provide eligibility/ ACES training to members of the Quinault Indian Nation as needed/requested;</p> <p>Set up a joint meeting with DCS, Contact Center and QIN TANF staff</p>	<p>To resolve some Working Connections Childcare and QIN TANF Childcare issues</p>	<p>Better access for the folks living in Queets</p> <p>Access to training for QIN TANF parents</p> <p>Quicker and more efficient service</p>	<p>Region Office</p> <p>Ron Thomas, CSCA Brian List, DCS, Mary Papp and QIN TANF Staff</p>	<p>This has been resolved with the FQHC staff person's ability to answer specific issues.</p> <p>ACES online and SEMS Training was held for tribal staff on March 30th 2011;</p> <p>A teleconference was held on 2/21/12 to discuss these issues</p>

2/2013

The Clinic would like to add one day visit per month to the Queets Medical Center to Barb's schedule

Questions were raised by the QIN TANF Program as to why WorkFirst Classes provided by Grays Harbor Community College are not available for the parents in their program

Check on FQHC Workers computer slowness

Karen Klinger checked with Headquarters and the local college. Colleen Overton GHC WorkFirst coordinator, contacted Mary Papp to discuss

Karen Klinger discussed with local IT. Problem has been resolved with the sever update that was done last year at the Tribal Center

Sally Potter and
Ledora McDougale

Karen Klinger

Barb will go for her second day to the Queets site this week

Colleen Overton got clarification from the College State Boards and discussed with Mary Papp

Goals and Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Progress
<p>2014:</p> <p>The FSS/ Tribal Liaisons' role in the Aberdeen Community Service Office is to maintain a positive and productive relationship with the Quinault Indian Nation and to facilitate efficient and timely access and processing of benefits for tribal members</p>	<p>(This position is currently vacant as pervious persona retired) works ½ of her FSS's time t at the Clinic and 1 day at the Taholah QIN TANF site and ½ day at the Aberdeen QIN TANF site</p> <p>Review of commodities; Reviewing the ACES TIC screens</p> <p>Processing basic food and cash applications from the Tribal Clinic, answering staff and client questions. Explaining CSD programs</p> <p>Other duties as agreed appropriate to be determined jointly by the Tribe and the CSO</p>	<p>Easier access of services and benefits for Quinault Nation members.</p> <p>Monthly reviews commodities against Basic Food to determine potential duplicates services;</p> <p>Outreach to ease the access for services, and be a resource to the staff and maintain and develop a collaborative relationship to ensure Tribal member's needs are met.</p>	<p>John O'Lague, CSOA Sally Potter, Financial Supervisor</p> <p>Barb White, FQHC/Tribal Liaison Financial Worker</p>	<p>ACES access has been provided to QIN TANF staff</p> <p>This position is currently vacant since 6/30/2014.</p> <p>New MOU signed 11/13</p> <div data-bbox="1734 690 1825 776" data-label="Image"> </div> <p>Attachment.msg</p>

The Tribe would like us to explore the possibility of the FQHC staff person being trained in the WCCC (Childcare) Program

Check with Headquarters

Easier access to this program for their tribal community

Dan Owens RA.;
gloria Marshall-
Perez DRA; Karen
Klinger CSOA

Will need to reassess after CSO WF staff have been trained in WCCC in the Aberdeen local office (expected training to occur 6/14)